

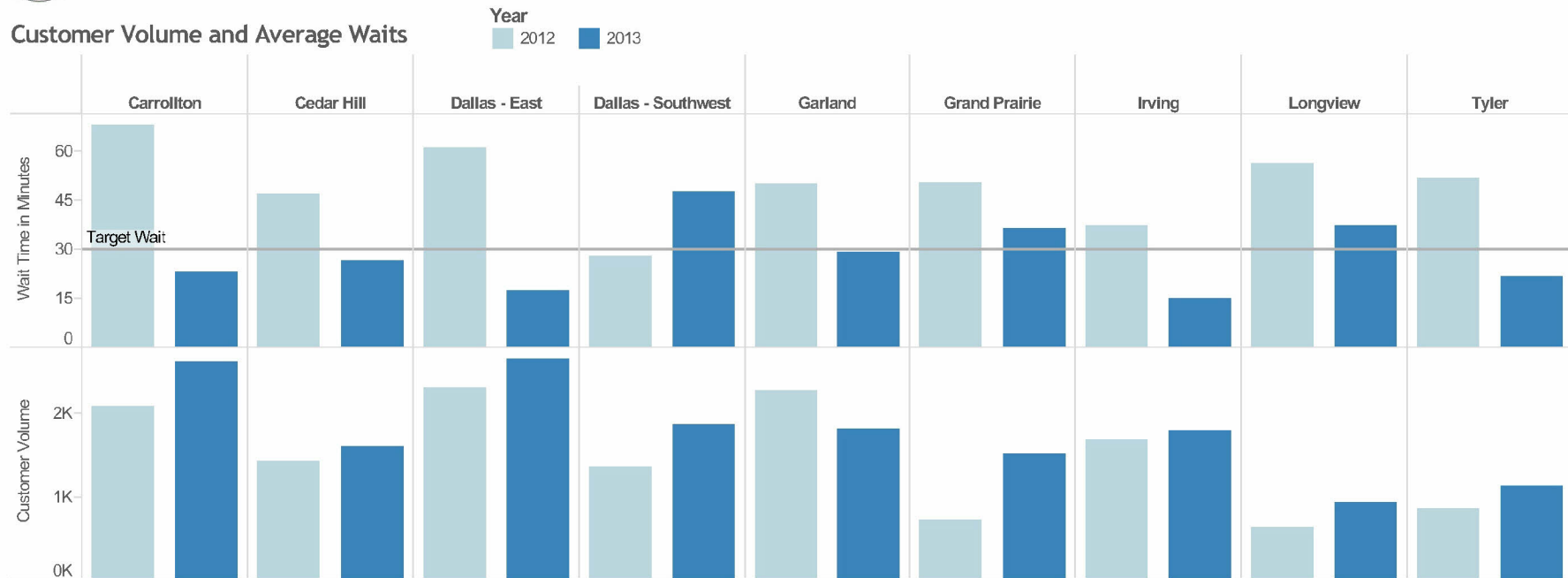


Driver License Regional Weekly Review

Region 1A: Dallas Area

Week 26 2013: June 24 - June 28

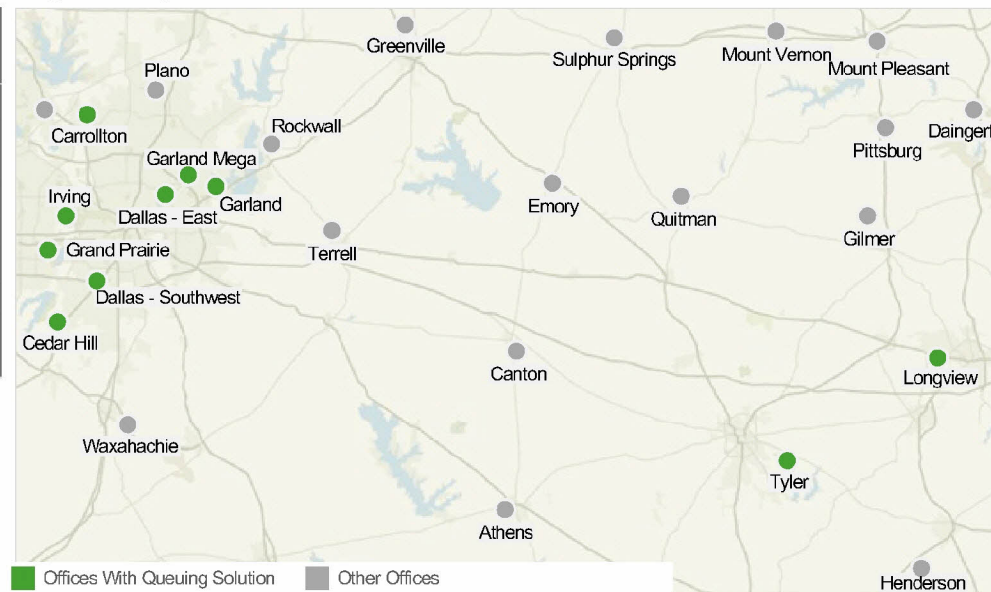
Customer Volume and Average Waits



Performance by Transaction Type

OfficeName	Customer Volume			Avg. Wait Time in Minutes		
	Replace & Renew	Originals	Other Types	Replace & Renew	Originals	Other Types
Carrollton	1,120	776	563	8	28	28
Cedar Hill	550	492	193	9	20	20
Dallas - East	1,204	841	365	10	31	23
Dallas - Southwest	666	678	381	43	56	48
Garland	704	454	220	18	41	22
Grand Prairie	657	505	204	20	52	33
Irving	682	519	490	5	18	21
Longview	464	222	143	42	29	28
Tyler	513	302	165	17	27	22

Regional Map



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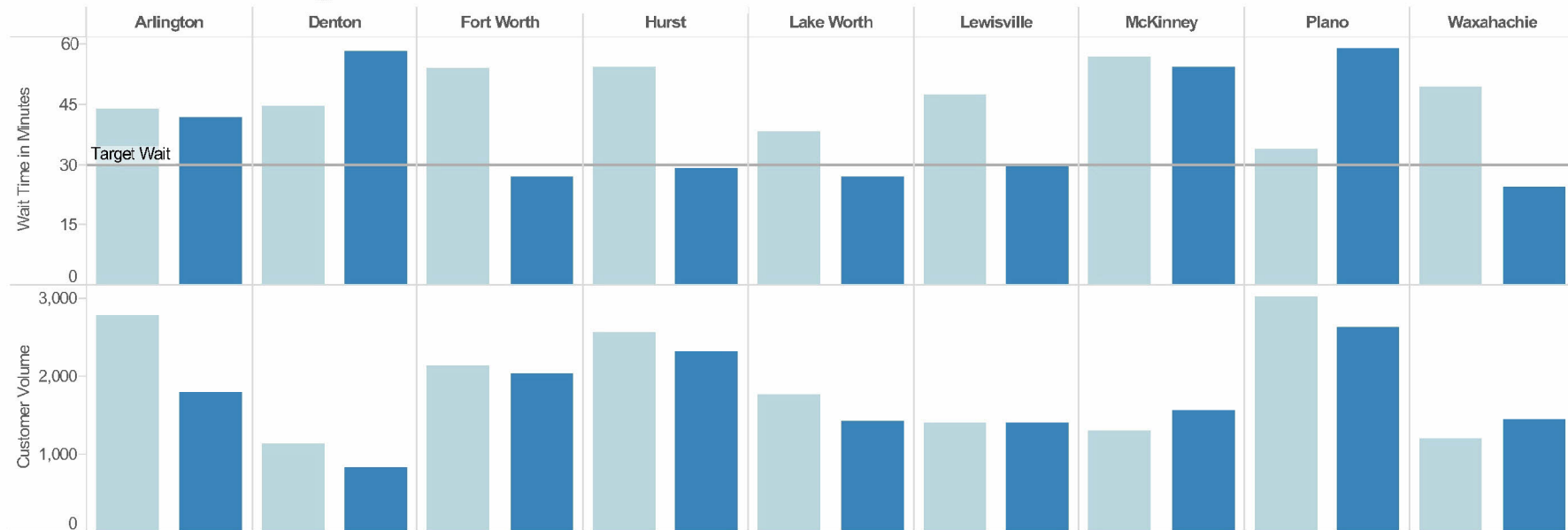
Driver License Regional Weekly Review

Region 1B: Fort Worth Area

Week 26 2013: June 24 - June 28

 Year
 2012 2013

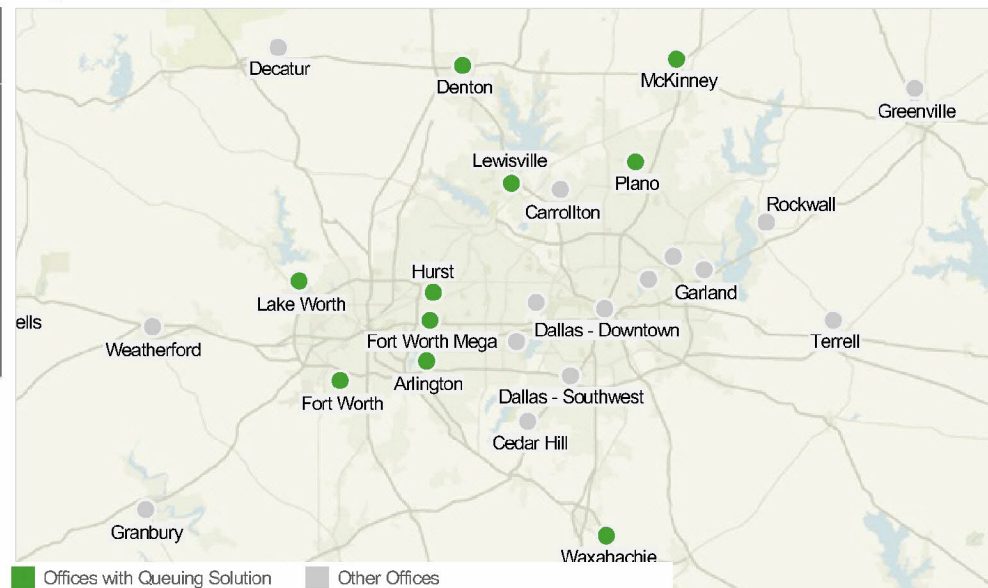
Customer Volume and Average Waits



Performance by Transaction Type

OfficeName	Customer Volume			Avg. Wait Time in Minutes		
	Replace & Renew	Originals	Other Types	Replace & Renew	Originals	Other Types
Arlington	787	418	296	40	63	39
Denton	393	193	175	57	77	43
Fort Worth	899	591	232	16	28	22
Hurst	1,142	514	240	26	33	26
Lake Worth	585	305	232	18	33	26
Lewisville	638	395	234	26	43	26
McKinney	728	489	211	49	85	32
Plano	992	632	687	61	97	48
Waxahachie	421	200	341	21	31	26

Regional Map





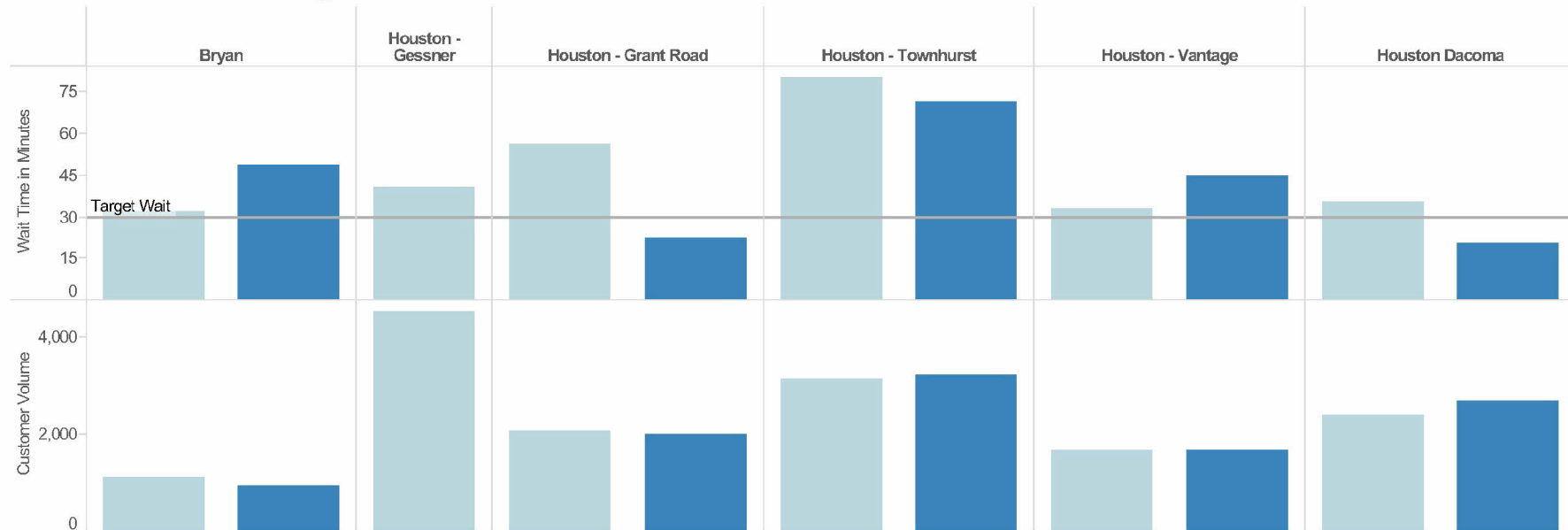
Driver License Regional Weekly Review

Region 2A: West Houston

Week 26 2013: June 24 - June 28

Year
 2012 2013

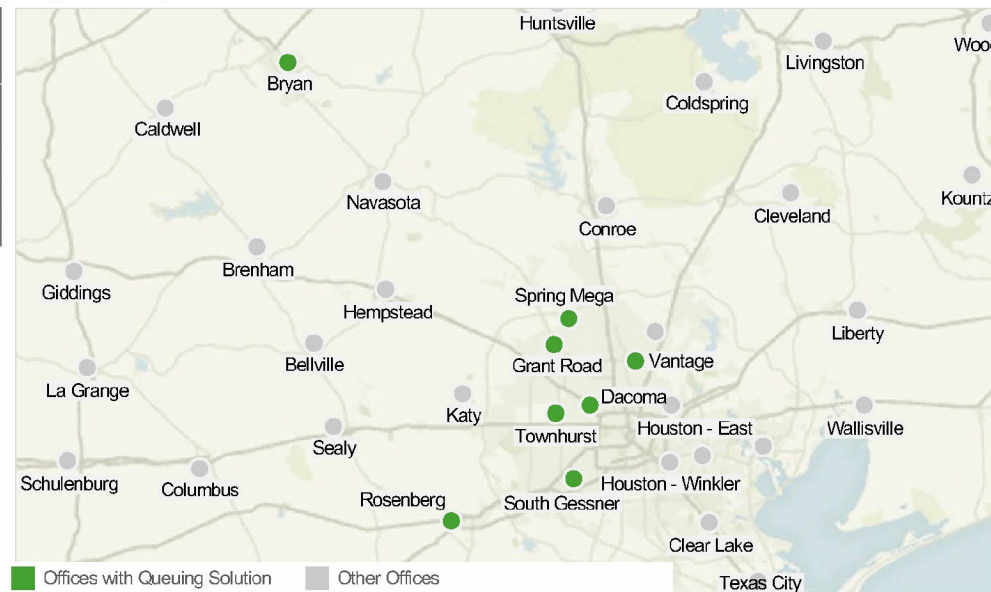
Customer Volume and Average Waits



Performance by Transaction Type

OfficeName	Customer Volume			Avg. Wait Time in Minutes		
	Replace & Renew	Originals	Other Types	Replace & Renew	Originals	Other Types
Bryan	417	174	272	50	75	47
Houston - Grant Road	924	482	325	20	43	12
Houston - Townhurst	891	724	1,035	34	112	90
Houston - Vantage	673	447	348	57	62	22
Houston Dacoma	1,346	512	84	20	28	25

Regional Map





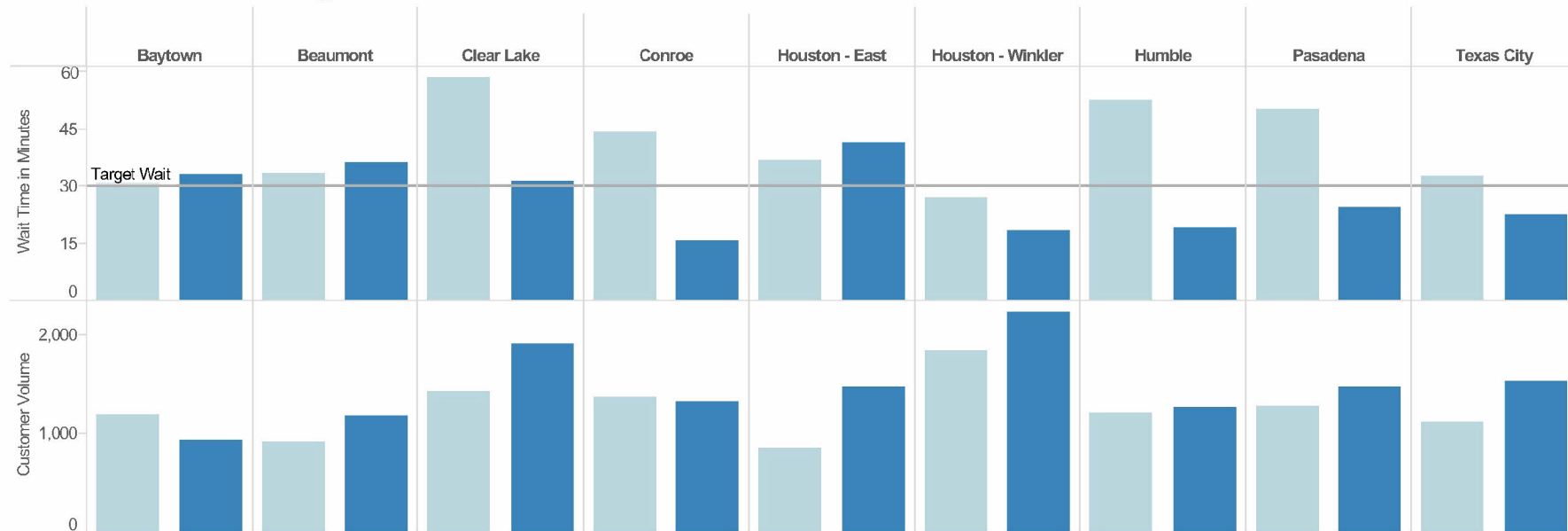
Driver License Regional Weekly Review

Region 2B: East Houston

Week 26 2013: June 24 - June 28

Year
 2012 2013

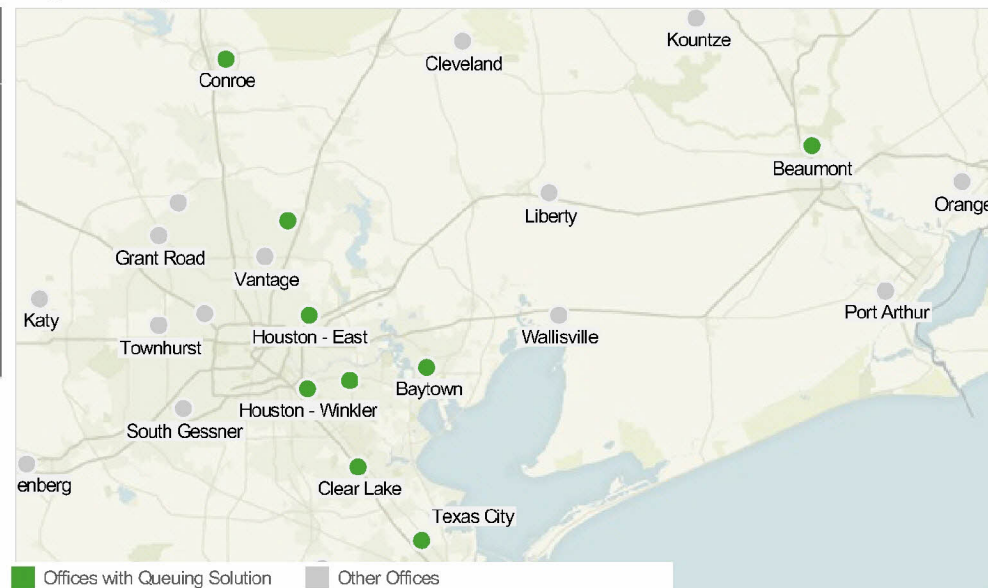
Customer Volume and Average Waits



Performance by Transaction Type

OfficeName	Customer Volume			Avg. Wait Time in Minutes		
	Replace & Renew	Originals	Other Types	Replace & Renew	Originals	Other Types
Baytown	347	229	162	30	58	35
Beaumont	582	259	216	30	81	50
Clear Lake	828	591	243	24	62	11
Conroe	611	249	255	11	25	11
Houston - East	455	508	336	27	55	43
Houston - Winkler	793	492	486	19	28	20
Humble	540	411	210	12	31	21
Pasadena	555	493	162	15	39	23
Texas City	599	464	275	16	32	30

Regional Map





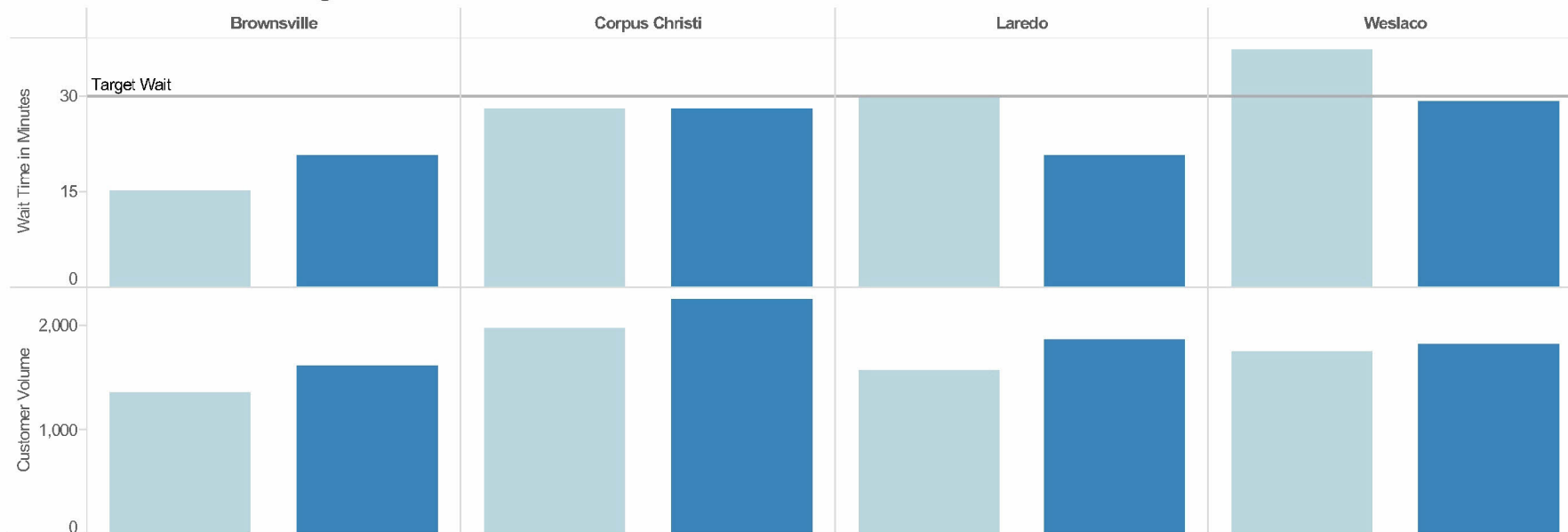
Driver License Regional Weekly Review

Region 3: South Texas

Week 26 2013: June 24 - June 28

 Year
 2012 2013

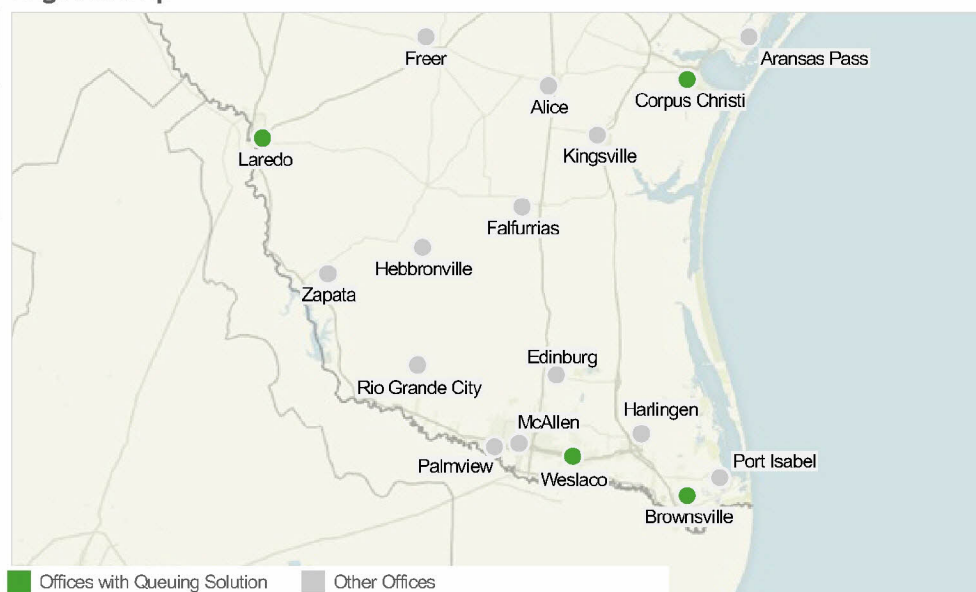
Customer Volume and Average Waits



Performance by Transaction Type

OfficeName	Customer Volume			Avg. Wait Time in Minutes		
	Replace & Renew	Originals	Other Types	Replace & Renew	Originals	Other Types
Brownsville	630	370	229	21	25	20
Corpus Christi	851	496	402	24	31	35
Laredo	700	466	242	15	28	18
Weslaco	545	471	232	22	36	37

Regional Map





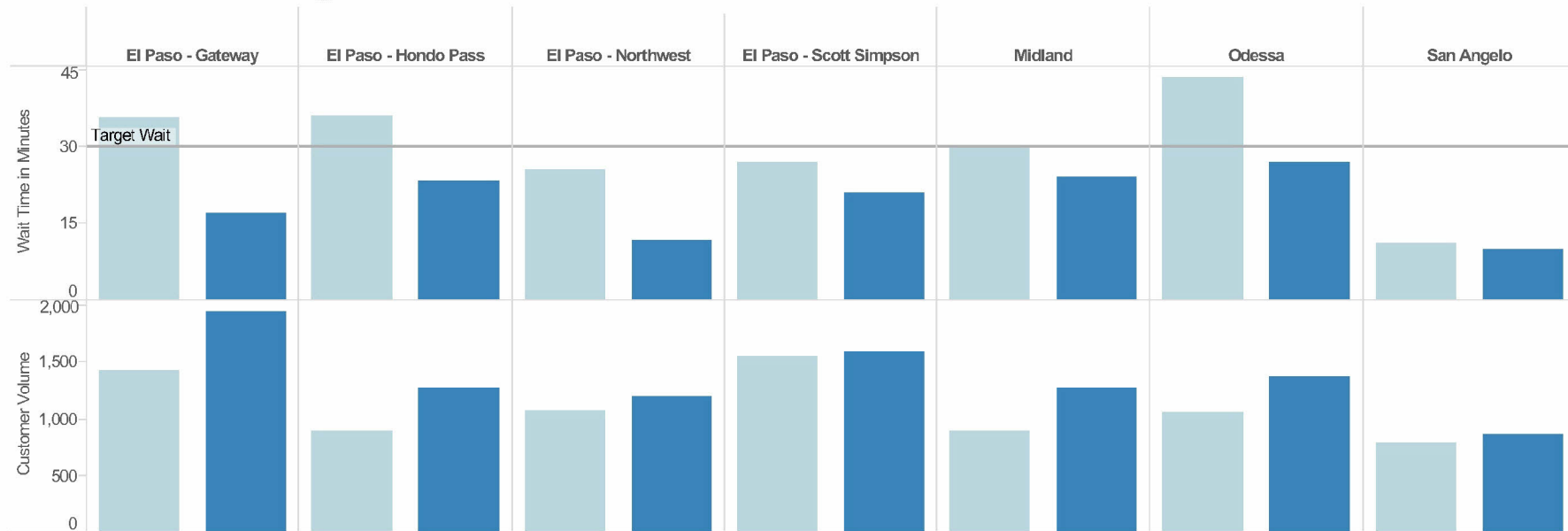
Driver License Regional Weekly Review

Region 4: West Texas

Week 26 2013: June 24 - June 28

Year
 2012 2013

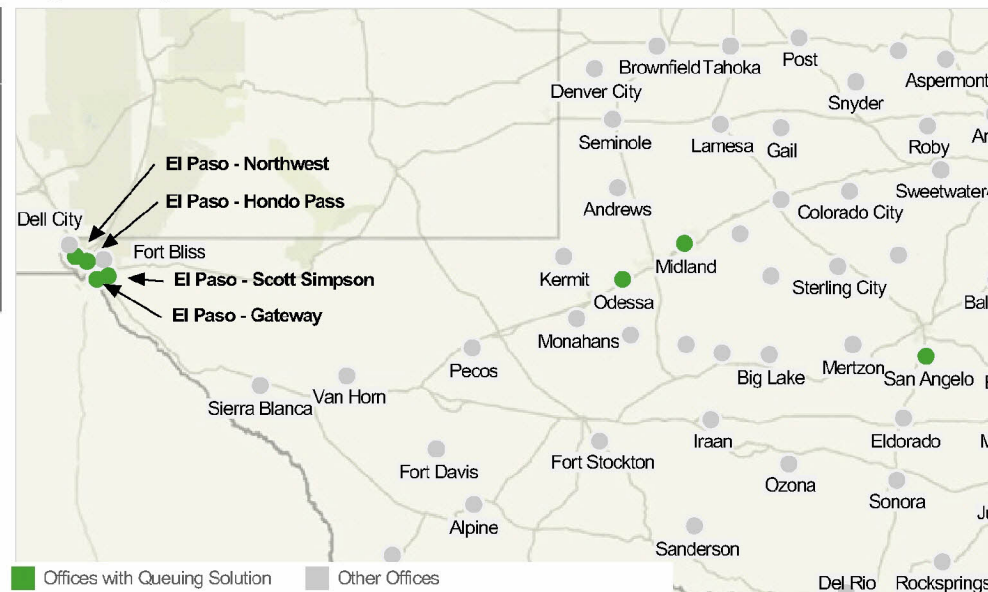
Customer Volume and Average Waits



Performance by Transaction Type

OfficeName	Customer Volume			Avg. Wait Time in Minutes		
	Replace & Renew	Originals	Other Types	Replace & Renew	Originals	Other Types
El Paso - Gateway	800	711	204	18.0	17.6	12.6
El Paso - Hondo Pa..	470	523	116	17.9	17.4	32.5
El Paso - Northwest	427	292	186	14.7	13.5	11.0
El Paso - Scott Sim..	695	407	226	17.7	26.9	23.0
Midland	422	359	129	19.1	35.5	35.9
Odessa	486	343	160	30.0	39.3	31.4
San Angelo	381	177	173	6.0	11.5	12.4

Regional Map





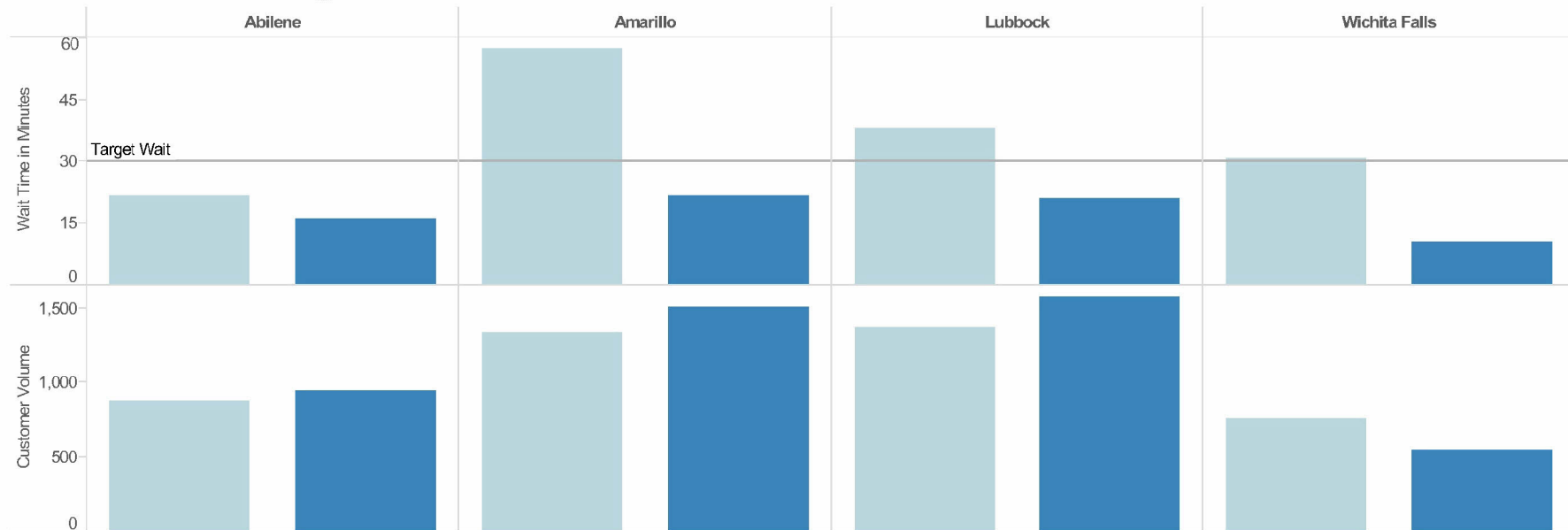
Driver License Regional Weekly Review

Region 5: Panhandle

Week 26 2013: June 24 - June 28

Year
 2012 2013

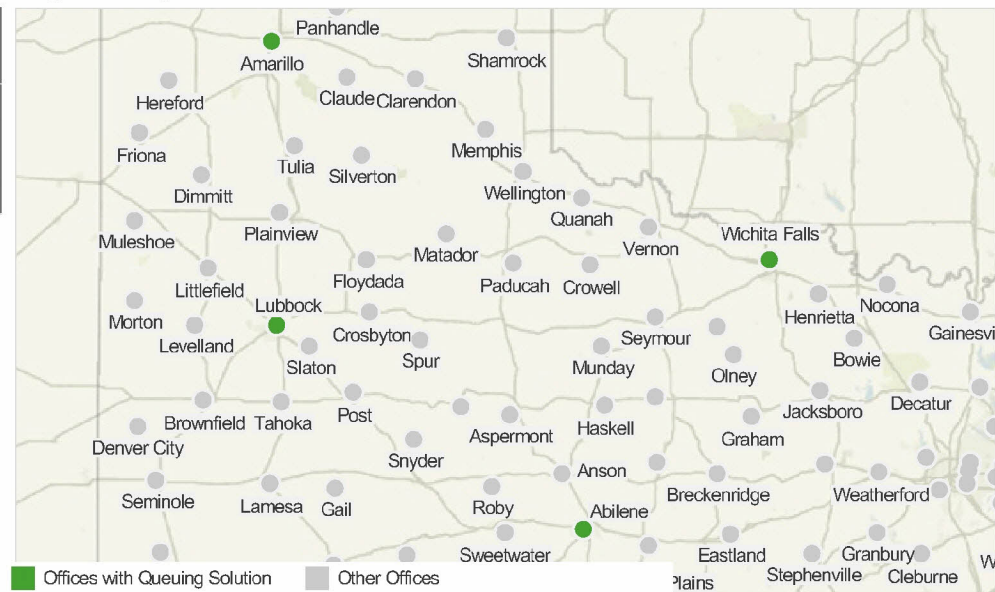
Customer Volume and Average Waits



Performance by Transaction Type

OfficeName	Customer Volume			Avg. Wait Time in Minutes		
	Replace & Renew	Originals	Other Types	Replace & Renew	Originals	Other Types
Abilene	397	232	182	10	17	20
Amarillo	634	384	205	17	27	30
Lubbock	756	342	274	18	26	19
Wichita Falls	299	100	112	9	14	12

Regional Map





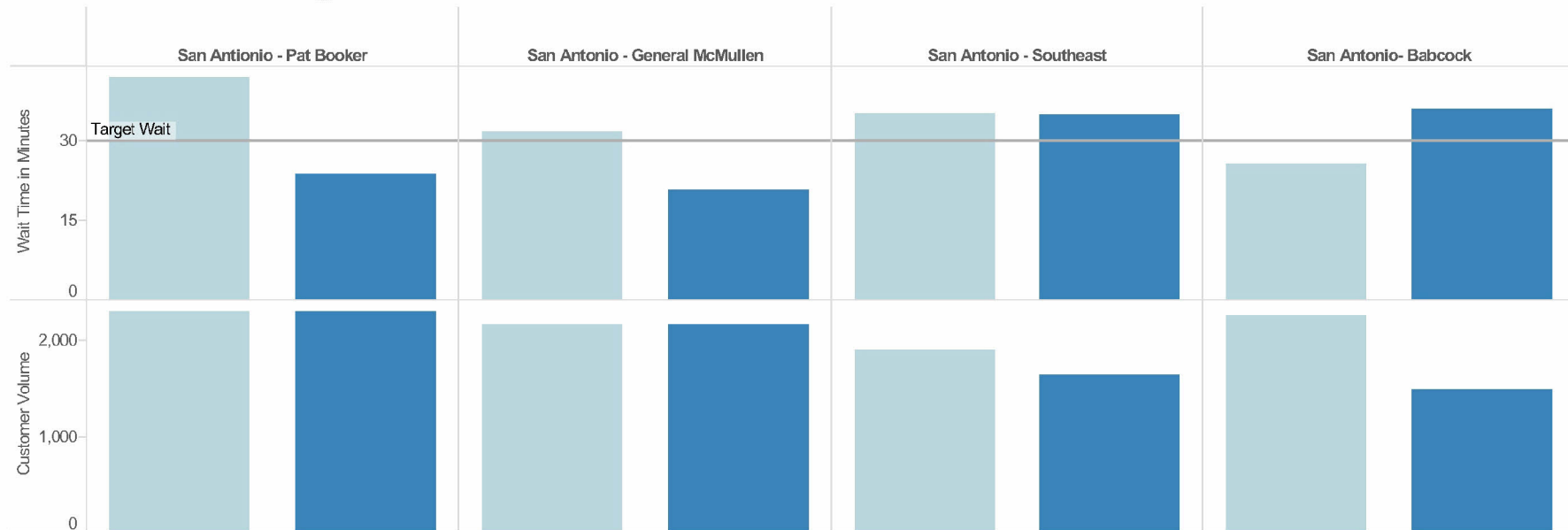
Driver License Regional Weekly Review

Region 6A: San Antonio

Week 26 2013: June 24 - June 28

Year
 2012 2013

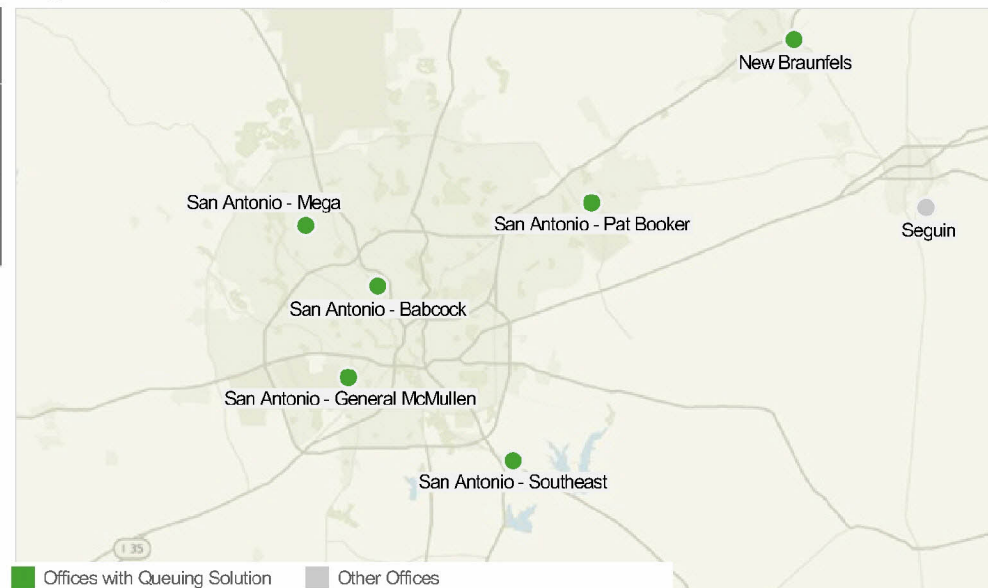
Customer Volume and Average Waits



Performance by Transaction Type

OfficeName	Customer Volume			Avg. Wait Time in Minutes		
	Replace & Renew	Originals	Other Types	Replace & Renew	Originals	Other Types
San Antonio - Pat Booker	1,001.0	591.0	411.0	16.2	38.3	33.5
San Antonio - General McMullen	853.0	478.0	529.0	20.2	27.2	13.4
San Antonio - Southeast	690.0	341.0	357.0	33.3	45.4	33.3
San Antonio - Babcock	730.0	294.0	313.0	34.2	40.5	29.8

Regional Map





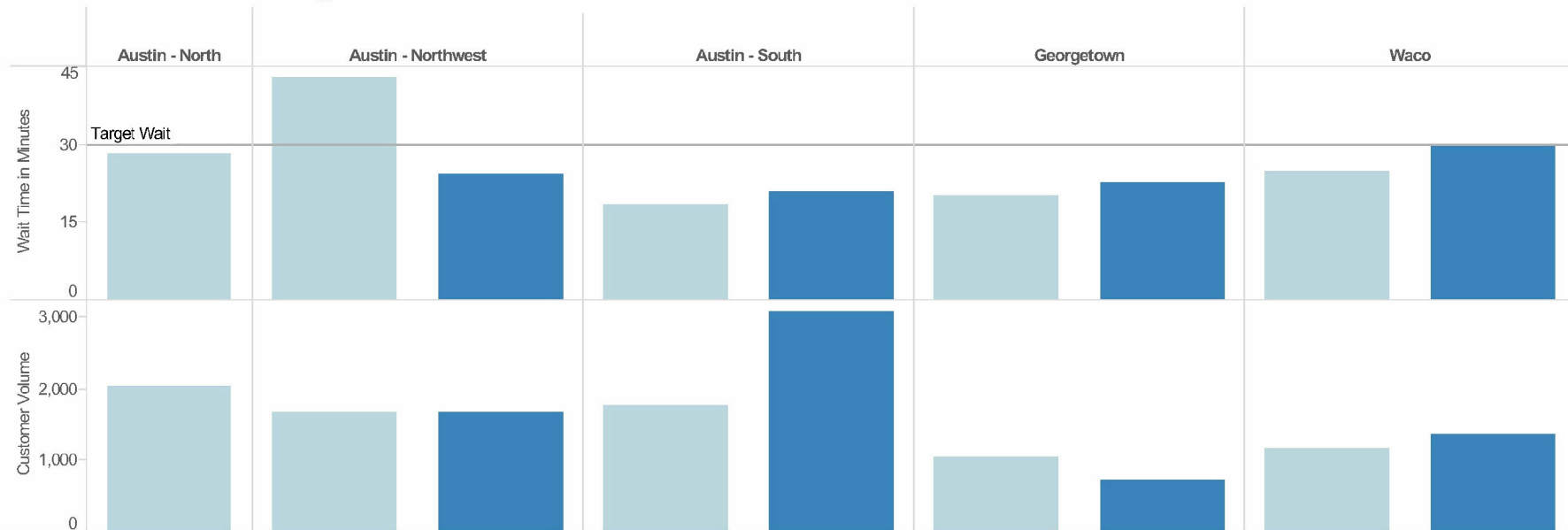
Driver License Regional Weekly Review

Region 6B: Austin and Waco

Week 26 2013: June 24 - June 28

 Year
 2012 2013

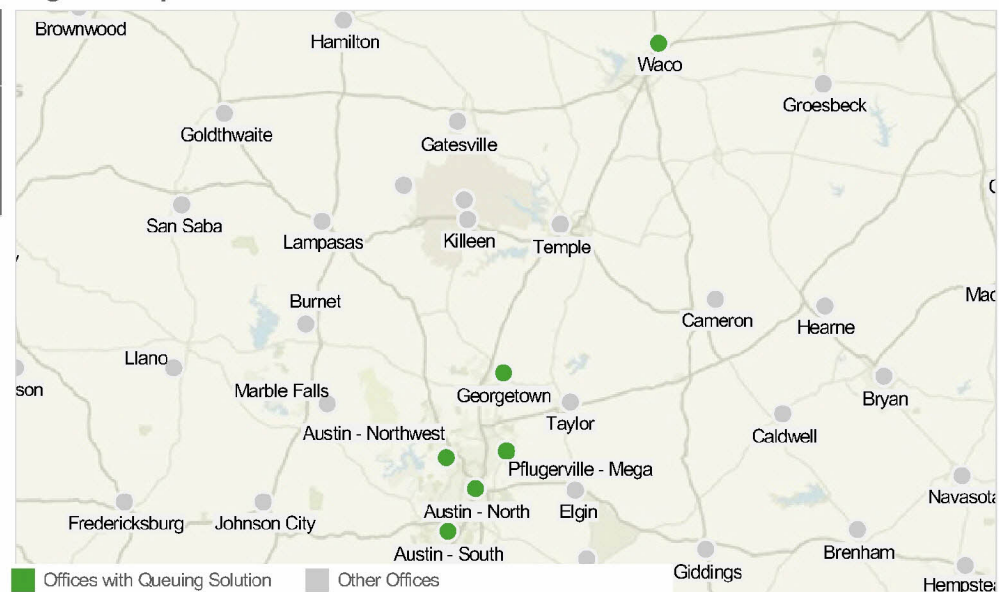
Customer Volume and Average Waits



Performance by Transaction Type

OfficeName	Customer Volume			Avg. Wait Time in Minutes		
	Replace & Renew	Originals	Other Types	Replace & Renew	Originals	Other Types
Austin - Northwest	780	297	241	28	33	21
Austin - South	1,274	786	347	23	23	20
Georgetown	388	179	79	17	36	26
Waco	596	376	221	20	33	27

Regional Map





Driver License Regional Weekly Review

Mega Centers

Week 26 2013: June 24 - June 28

Customer Volume and Average Waits



Performance by Transaction Type

Office	Customer Volume			Avg Wait Time in Minutes		
	Replace & Renew	Originals	Other Types	Replace & Renew	Originals	Other Types
Fort Worth	1,259	834	1,832	15	28	22
Garland	1,783	1,590	1,799	20	38	14
Houston - Gessner	2,932	2,015	1,727	36	116	44
Leon Valley	1,986	1,344	779	12	22	4
Pflugerville	1,685	1,164	954	15	23	15
Rosenberg	1,934	1,300	1,370	24	43	33
Spring	1,623	1,138	1,667	49	81	47

Mega Center Map

